Frequently Asked Questions (FAQs)

1. **I forgot my password/My password is not working.**

   If you followed the password-reset instructions in this brochure and problems persist, please call your on-site Help Desk.

2. **How do I print my Certificate of Completion?**

   - Click the *My Learning* tab.
   - On the left quicklinks bar, click on *My Transcripts*.
   - Click the *Print Certificate of Completion* link for the desired training.

3. **The web-based training is not loading/The web-based training is stuck.**

   Try closing the training window and re-launching via *My Enrollments*. If this does not resolve the problem, please contact the on-site Help Desk.

4. **Which mandatory trainings do I need to take, and which require manager approval?**

   Please refer to the Matrix of Courses on the T/OD website: http://myladhs.lacounty.gov/hr/tod

5. **If I stop/close a web-based training before completing it, will I need to start over?**

   No. Re-launching via *My Enrollments* will take you to where you left off.

6. **How often must I change my Learning Net password?**

   Your password will expire every 90 days.

Health Services
LOS ANGELES COUNTY

DHS Enterprise Help Desk

Website: https://helpdesk.dhs.lacounty.gov/footprints

Email: helpdesk@dhs.lacounty.gov

P: 323-409-8000

T/OD Training Liaisons for DHS Departments

Julie Roth (110, 120, 130)	323-890-7506
Rebecca Arias (160)	323-890-7973
Jessica Tran (160)	323-890-7753
Leticia Venegas (161, 290)	323-890-8616
Martha Corona (200, 201)	323-890-7753
Allen Welbourn (225, 226)	323-890-7505
Adeel Javed (240, 241, 260)	323-890-7916

▶ DHS - Human Resources
Training and Organizational Development

5555 Ferguson Drive
Suite 120-26
Commerce, CA 90022

Phone: 323-890-7753
Fax: 323-869-8070
Website: http://myladhs.lacounty.gov/hr/tod
E-mail: DHSTraining@dhs.lacounty.gov

Training for Success

The Learning Net
User Guide

ledrning net
LOS ANGELES COUNTY

Welcome to The Learning Net (TLN)

How to Login to The Learning Net

From a County computer, go to:
http://learningnet.lacounty.gov/Saba/Web/Main

From a non-County computer, go to:
https://learningnet.lacounty.gov/Saba/Web/Main

Enter your username and password. Your username is your *Employee ID number* or *Contract ID number*. (e.g. e123456 or c123456). Your password is the same as your employee login password on the *mylacounty.gov* portal.

How do I reset my password?

Note: DHS Contract workers must first go to the Active Directory and create a *Password Reset Profile*. Please visit this link for instructions:
http://myladhs.lacounty.gov/hr/tod/Shared Documents/Contractor ID Verification Information.pdf

1. Go to TLN and click the *Reset My Password* link.

2. Enter your Username which is 'e' or 'c' followed by your 6-digit employee number.

3. Enter the last four digits of your Social Security Number (SSN).

4. Select the 2-digit **DAY** of your birth (e.g. if your birthday is 04/01/1981, select "01").

5. Enter the 5-digit zip code of your current residence.

6. Enter the case sensitive verification code shown, e.g.:

9XFHA7
Enter the verification code shown.

7. Enter your *New Password*, then re-enter that same password in the *Confirm Password* box.

Searching the Learning Catalog and Registering for an Offering

Once you have logged in:

- Click the *My Learning* tab.

- On the left quicklinks bar, click on *Knowledge Center*.

- Click the *Advanced Search* link. Always use *Advanced Search* to look up courses.

- Enter the title of the training you are looking for.
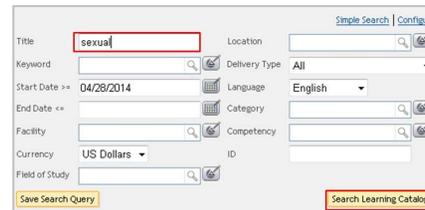
- Click the *Search Learning Catalog* button.

Under the *Actions* column on the far right:

- Click *Launch* to begin web-based trainings
  - or -
- Click *Register* to enroll in instructor-led offerings or offerings needing manager approval.

Note: Only use this method to search for a **new** training. If you have already registered, click *Launch* from *My Enrollments*.

Viewing *My Enrollments*

My Enrollments lists all the offerings for which you are **currently enrolled**.

Once you have logged in:

- Click the *My Learning* tab.

- On the left quicklinks bar, click on *My Enrollments*.

The *Actions* column provides links for completing various tasks.

- You may *Drop* (cancel) an enrollment.

- You may *View* your progress.

- You may *Register* for or *Launch* an offering.

Note: Once you complete a training, it automatically will move to *My Transcripts.*

Hi I'm TOD, the training mascot. Need Help? Call your on-site Help Desk or the T/OD unit.

Look for me in the T/OD Newsletter and on the T/OD website.